

Roaming with EE – out of allowance cost details

Standard roaming charges							
Zone (you are in)	Countries	Making a call to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK	Making a call to outside of the EU (Zones 3 – 8)	Receiving a call	Sending a text to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK	Sending a text to outside of the EU (Zones 3 – 8)	Sending a picture message
Zone 1a (Ireland & Isle of Man)	Ireland (Republic of), Isle of Man	4.36p	£1.20	0.98p	1.74p	50p	Not available
Zone 1b (Channel Islands)	Jersey, Guernsey	3.63p	£1.20	0.82p	1.45p	50p	Not available
Zone 2a Europe (EU/ EEA Vatable)	Austria, Azores (Portugal), Balearic Islands (Spain), Belgium, Bulgaria, Croatia, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira (Portugal), Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden	4.36p	£1.20	0.98p	1.74p	50p	Not available
Zone 2b Europe (EU/ EEA non-VAT)	Canary Islands (Spain), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Réunion Island, San Marino, Vatican City	3.63p	£1.20	0.82p	1.45p	50p	Not available

Standard roaming charges					
Zone (you are in)	Countries	Making a call (Inc VAT)	Receiving a call (Inc VAT)	Sending a text ¹¹ (Inc VAT)	Sending a picture message (Inc VAT)
Zone 3 (Other Europe)	Andorra, Faroe Islands, Switzerland	£1.00	£1.00	40p	40p
Zone 4 (USA and Canada)	USA, Canada	£1.00	£1.00	40p	40p
Zone 5 (Australia and New Zealand)	Australia, New Zealand	£1.00	£1.00	40p	40p

Standard roaming charges

Zone (you are in)	Countries	Making a call (Inc VAT)	Receiving a call (Inc VAT)	Sending a text ¹¹ (Inc VAT)	Sending a picture message (Inc VAT)
Zone 6 (Rest of World)	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Bermuda, Bhutan, Bolivia, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cayman Islands, Central African Republic, Chile, China, Colombia, Congo (Dem Rep of), Cook Islands, Costa Rica, Dominica, Dominican Republic, Dutch Antilles, Ecuador, Egypt, El Salvador, Equatorial Guinea, Ethiopia, Fiji, French West Indies, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guiana, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kosovo, Kyrgyzstan, Lebanon, Lesotho, Liberia, Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Mali, Mauritania, Mauritius, Mexico, Moldova, Montenegro, Montserrat, Morocco, Mozambique, Namibia, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, South Africa, South Korea, Sri Lanka, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tanzania, Thailand, Togo, Trinidad & Tobago, Turkey (Incl. North Cyprus), Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Venezuela, Vietnam, Yemen, Zambia, Zimbabwe	£1.50	£1.50	50p	40p
Zone 7 (Maritime, Ships & Ferries)	N/A	£2.00	£2.00	50p	40p
Zone 8 Rest of World (exceptional)	Bahamas, Benin, Cape Verde, Chad, Congo, Cuba, Djibouti, Falkland Islands, Kuwait, Laos, Maldives, Mongolia, Palau, Tajikistan, Tunisia, Turkmenistan, Uzbekistan	£2.50	£2.50	£1.00	40p
Zone 8 (Planes)	N/A	£2.50	£2.50	£1.00	40p

To use data whilst roaming abroad you'll need to purchase a Data Pass.

All calls made whilst in zones 1a, 2a, 1b and 2b will be charged per second with a 30 second minimum call charge.

¹¹ Any undelivered text messages will be charged at the standard rate for your price plan.

Voicemail charges whilst travelling

When roaming within Europe*, you'll only be charged to listen to your voicemails. This is charged at the standard per-minute roaming call rate for that country.

When roaming outside of Europe**, you'll be charged the per-minute rate for making a call when you listen to your voicemail. You'll also be charged when someone leaves you a voicemail unless you divert all calls to voicemail, or switch off your device when you're travelling.

*Europe is defined as countries in Zones 1a, 1b and 2a.

**Outside of Europe countries are countries listed in zones 2b and above

Data whilst roaming Add-Ons (Pay Monthly Plans)						
Data Add-On size	Europe	ZoneA	ZoneB	ZoneC	ZoneD	
3MB			–		£20	Daily
10MB	–		£7.50	£12	£50	
20MB	–	£3	–	£20	–	
			–		£120	7 Days
25MB	–		£15	–	–	Daily
50MB			£35	£50	£200	7 Days
75MB	£3			–		Daily
100MB		£10		–		
	–		£50	£90	–	7 Days
150MB	£5			–		Daily
200MB		£20				7 Days
300MB	£12					
500MB		£40				
600MB	£20					

Countries included in the Data whilst roaming Add-On (Pay Monthly Plans)

Countries included in the Data whilst roaming Add-Ons (Pay Monthly Plans)				
Europe	Zone A	Zone B	Zone C	Zone D
Austria	USA	Argentina	Afghanistan	Algeria
Belgium	Armenia	Bermuda	Albania	Andorra
Bulgaria	Australia	Columbia	Botswana	Angola
Channel Islands	Canada	Ecuador	Brazil	Azerbaijan
Croatia	China	Gabon	Caribbean	Bahrain
Cyprus	Israel	Hong Kong	Dominican Republic	Bangladesh
Czech Republic	Mexico	India	Egypt	Belarus
Denmark	New Zealand	Indonesia	Faroe Islands	Benin
Estonia	Peru	Malaysia	Guinee	Bolivia
Finland	Russia	Moldova, Republic of	Guyana	Bosnia and Herzegovina
France	Singapore	Mongolia	Iraq	Brunei Darussalam
Germany	Turkey	Nicaragua	Ivory Coast	Cambodia
Gibraltar	Ukraine	Philippines	Japan	Cameroon
Greece		Qatar	Jordan	Cape Verde
Hungary		Saudi Arabia	Macedonia	Chile
Iceland		Sierra Leone	Madagascar	Congo
Ireland		South Africa	Mali	Cuba
Italy		Thailand	Monseratt	El Salvador
Latvia		Uganda	Montenegro	Fiji
Liechtenstein		United Arab Emirates	Netherland Antillies	Georgia
Lithuania		Isle of Man	Niger	Ghana
Luxembourg			Nigeria	Greenland
Malta			Panama	Kazakhstan
Netherlands			Senegal	Kenya
Norway			South Korea	Kuwait
Poland			Sri Lanka	Lao
Portugal			Tanzania	Lebanon
Reunion Islands			Vietnam	Lesotho
Romania			Zambia	Macau
Slovakia				Maldives
Slovenia				Mauritius
Spain				Morocco
Sweden				Mozambique
Switzerland				Namibia
				Oman
				Pakistan
				Palastine
				Paraguay
				Rwanda
				Serbia

Countries included in the Data whilst roaming Add-Ons (Pay Monthly Plans)

Europe	Zone A	Zone B	Zone C	Zone D
				Seychelles
				Sudan
				Taiwan
				Tajikistan
				Tunisia
				Uruguay
				Venezuela
				Yemen

Voicemail charges whilst travelling

Standard roaming rates apply when calling into your voicemail service whilst abroad.

Data whilst roaming Add-Ons (Pay Monthly Plans With Roaming plans)¹²

Data Add-On size	Europe ¹³	Rest of World A ¹⁴	Rest of World B ¹⁵	Rest of World C ¹⁵	Rest of World D ¹⁵	
2MB	50p	50p	–	–	–	Daily
100MB	£2	£2	–	–	–	
250MB	£12.50	£12.50	–			Weekly
10MB	–	–	£10	£20	£50	30Days
50MB	–	–	£40	£80	£195	
100MB	–	–	£75	£140		
200MB	–	–	£140	–		
1GB	£25	£25	£140	–		

¹² Available for plans with roaming benefits: 'With Roaming' plans available between 30 October 2012 and 30 April 2013 and '4GEE Extra' plans available between 30 October 2013 and 25 March 2014.

¹³ EE Europe Roaming Zone countries are: Austria, Belgium, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland.

¹⁴ EE Roaming Zone A countries are: For customers with Pay Monthly (With Roaming) Plans joining between 30 October 2012 and 30 April 2013 : Armenia, Australia, China, Israel, Mexico, Peru, Russia, Turkey, USA. For customers with Pay Monthly 4GEE Extra Plans joining between 30 October 2013 and 25 March 2014: Armenia, Australia, China, Israel, Turkey, USA.

¹⁵ EE Roaming Zones B to D are the same as that for the "Data whilst roaming Add-Ons (Pay Monthly Plans)" (see table above with the list of included countries)

